

Public Utilities Commission

Joshua Epel, Chairman James K. Tarpey, Commissioner Matt Baker, Commissioner Doug Dean, Director

John Hickenhooper, Governor

> Barbara J. Kelley Executive Director

> > June 17, 2010

Marlene H. Dortch, Secretary Federal Communications Commission Office of the Secretary Room TW-B204 445 12th Street, SW Washington, DC 20554

Mark Stone, Deputy Bureau Chief Federal Communications Commission Consumer and Governmental Affairs Bureau 445 12th Street, SW Washington, DC 20554

RE: CG Docket 03-123: Colorado TRS and Speech to Speech Services for Individuals with Hearing and Speech Disabilities: Consumer Complaint Log for June 1, 2010 through May 31, 2011

Dear Ms. Dortch and Mr. Stone,

As you know, State and Telecommunications Relay Services (TRS) providers must submit annual consumer complaint log summaries to the Federal Communications Commission on or before July 1st.

Attached, for the State of Colorado, are an original and four (4) copies, as requested by the FCC, of the annual consumer complaint log for June 1, 2010 through May 31, 2011.

Under separate cover, a copy is provided for Mr. Stone.

If I can be of further assistance to you, please do not hesitate to contact me via TDD 303 894 2512 or email at Joe Benedetto a Dora State Co.Us.

Kindest regards.

Sincerely.

Joe Benedetto State Relay Administrator Colorado Public Utilities Commission

Ms. Dortch: Original and Four Copies: CC Log, June 1, 2010 - May 31, 2011

Mr. Stone: One Copy: CC Log, June 1, 2010 - May 31, 2011





Colorado FCC 2010 - 2011 Complaint Log

Complaint Tracking for CO (06/01/2010- 5/31/2011). Total Customer Contacts: 28

Tally	Date of Complaint	Nature of Complaint	Date of	Explanation of Resolution
	06/16/10	The quetomor stored that the Connector did and Enthough Last at the	Resolution 06/21/10	Supervisor followed up with Operator and reviewed the process of leaving a message on
1		The customer stated that the Operator did not bother to look at the customer's notes. The customer wanted to voice a message on an answering machine, but the Operator typed out the message two times in a row.		an answering machine on the first dial out. Also discussed the importance of following all customer notes and focusing on the call.
2	06/17/10	Customer stated that the Operator had trouble finding a live person at the postal service. The recording kept hanging up, but when the customer tried it with a different Operator there was no problem getting a live person Customer Service Representative apologized to customer and informed them that the supervisor will speak to the Operator about this Customer is satisfied and does not wish to have a follow up call.	06/17/10	Operator remembered this call and said that there was not an option for a live person. The customer did not select an option, but kept asking the Operator to redial and then hung up on the Operator. Operator was coached on keeping customer informed and proper recording procedures.
3	07/09/10	Accuracy of captions	07/22/10	Customer shared feedback regarding accuracy of captions and provided specific call data. Customer Service Representative apologized for the incident and thanked the customer for the feedback. Call detail was shared with Call Center management for follow up, with the Operator, by the Operator's supervisor.
4	07/23/10	A Colorado TTY customer complained that the Operator did not read all of their notes. The last note requested that the Operator not type the answering machine recording, but the Operator typed it out anyway. The customer also complained about the garbling issue, that occurs at the beginning of the calls. The customer's notes state that the Operator is to NOT turn off turbo code.	07/23/10	The Operator applogized for typing the answering machine recording, and explained that they read the notes, but they were focusing on the other notes, in regards to the turbo code, and garbling issue. The Operator forgot to NOT type the recording when the line answered, it was explained to the customer that if the Operator turns turbo code off, this seems to help tremendously with garbling issues. However, the customer insists, per the notes, that they will turn off the turbo on their end and it should be this way for equal access.
5	09/18/10	A TTY customer provided the Operator with the phone number to call, nowever, the operator dialed out the wrong number. The TTY user tried to stop the operator but the operator did not stop the call. A Customer Service Representative apologized for the inconvenience and stated that this information would get passed along to the appropriate individuals. The customer did not request a follow up.	09/27/10	The Operator was coached on the importance of following customer instructions.
6	11/15/10	The customer stated that they are upset because the Operator took too long to inform them that the message was garbled. The Supervisor was able to see the Operator's screen, and noted that the Operator did send two messages to the customer stating that the message was garbled within one minute. The customer stated that they did not receive that message. Customer Service Representative apologized to the customer and the customer did not request a follow up.	11/22/10	An internal trouble ticket was entered by the Operator at the time of this call. The Operator was reminded to always call over a supervisor right away to observe any technical issues disrupting the progress of a call so that the correct action may be taken.
7	11/30/10	A voice caller stated that they were being billed, in error, by Sprint. A trouble ticket was opened. Apologized for the inconvenience and the customer did not request a follow up.	11/30/10	issue has been resolved and the customer did not want follow up.
ω	12/20/10	Technical - General	12/21/10	Customer's friend indicated that the customer is unable to call out and was seeing "Waiting for CapTel Operator." Customer Service Representative followed up with the customer and confirmed she is now able to use her CapTel phone successfully. Customer Service Representative apologized for this experience and noted that there was a technical difficulty, at the Cail Center, causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed that the customer is now able to make their captioned call successfully, without delay.
Ø	12/20/10	Technical - General	12/21/10	Customer reported the need to "wait for captions" when attempting to make a captioned call. Customer Service Representative followed up with the customer and confirmed she is now able to use her CapTel phone successfully. Customer Service Representative apologized for this experience and noted that there was a technical difficulty, at the Call Center, causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed that the customer is now able to make their captioned call successfully, without delay.
10	12/20/10	Technical - General	12/21/10	Customer reported no captions on their CapTel phone. Customer Service Representative followed up with the customer and confirmed she is now able to use her CapTel phone successfully. Customer Service Representative apologized for this experience and noted that there was a technical difficulty, at the Call Center, causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed that the customer is now able to make their captioned call successfully, without delay.
11	12/20/10	Technical - General	12/21/10	Customer's son reported trying to contact his father for hours, being put on hold and asking him to wait for the next available Operator. Customer Service Representative followed up with the customer and confirmed she is now able to use her CapTel phone successfully. Customer Service Representative apologized for this experience and noted that there was a technical difficulty, at the Call Center, causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed that the customer is now able to make their captioned call successfully, without delay.

12	12/23/10	Technical - General	12/23/10	Customer reported seeing the message "Waiting for Operator." Customer Service Representative followed up with the customer and confirmed she is now able to use her
				CapTel phone successfully. Customer Service Representative apologized for this experience and noted that there was a technical difficulty, at the Call Center, causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed that the customer is now able to make their captioned call successfully, without delay.
13	01/19/11	Customer stated that this agent would not repeat what was typed to him/her. The agent's typing was extremely fast, but the agent told the customer that they no longer had the information. After asking a few questions, caller stated that he was able to read the text just fine and that there was no garbling. Also stated that the call had ended, but did not want to call back because the outbound person sounded rushed. So customer asked the agent to repeat what was typed. Customer Service Representative explained that agent followed proper procedure and was unable to follow up with the agent because the CAID was not provided upon request.	01/19/11	Unknown agent followed proper procedure.
14	02/02/11	Service - General	02/02/11	Caller for customer reported seeing "Captioning Service is Ringing" when trying to place calls. Customer Service Representative advised customer that on 2/2/2011 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning, declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities, and many roads were impassable, the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/2011 and staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls, in a timely manner.
15	02/02/11	Service - General	02/02/11	Customer saw the message "Captioning Service is Ringing" when trying to place an outgoing captioned call. Customer Service Representative advised customer that on 2/2/2011 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning, declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities, and many roads were impassable, the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/2011 and staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls, in a timely manner.
16	02/02/11	Service – General	02/02/11	Customer reported seeing "Captioning Service is Ringing" when trying to place calls. Customer Service Representative advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls in a timely manner.
17	02/02/11	Service – General	02/02/11	Customer reported seeing "Waiting for CapTel operator" when trying to place calls. Customer Service Representative advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker, Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls in a timely manner.
18	02/02/11	Service - General	02/02/11	Customer's grandson reported that she was not able to connect with captions and wondered if the captioning service was affected by weather conditions. Customer Service Representative advised customer that on 2/2/2011 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning, declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities, and many roads were impassable, the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/2011 and staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls, in a timely manner.

<u> </u>	20/20/14		02/02/14	
. 19	02/02/11	Service - General	02/02/11	Customer reported experiencing a longer than normal wait for a captionist. Customer Service Representative advised customer that on 2/2/11 CapTel's staffing was affected by bilizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both crites and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11 Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls in a timely manner.
20	02/02/11	Service - General	02/02/11	Customer reported seeing "Captioning Service is Ringing" when trying to place calls. Customer Service Representative advised customer that on 2/2/2011 CapTeff staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning, declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities, and many roads were impassable, the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/2011 and staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls, in a timely manner.
21	02/02/11	Service - General	02/02/11	Customer's daughter reported seeing "Captioning Service is Ringing" when trying to place calls. Customer Service Representative advised customer that on 2/2/2011 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning, declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities, and many roads were impassable, the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/2011 and staffing capacity was restored. Customer Service. Representative confirmed with customer they are able to make and receive calls, in a timely manner.
22	02/02/11	Service – General	02/02/11	Customer's daughter reported experiencing a, longer than normal, wait when trying to place calls. Customer Service Representative advised customer that on 2/2/2011 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable, the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/2011 and staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls, in a timely manner.
23	02/02/11	Service - General	02/02/11	Customer reported seeing "Captioning Service is Ringing" when trying to place calls. Customer Service Representative advised customer that on 2/2/2011 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning, declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities, and many roads were impassable, the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/2011 and staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls in a timely manner.
24	02/02/11	Service - General	02/03/11	Customer's daughter reported that customer is unable to place an outgoing captioned call Customer Service Representative advised customer that on 2/2/2011 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning, declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities, and many roads were impassable, the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/2011 and staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls, in a timely manner.
25	02/04/11	When inbound call first came in, they indicated that they would be TTY. When agent dialed outbound, inbound started typing their greeting and it was garbled. In customer notes it says not to disable turbo code when using TTY. Agent told inbound their message was garbled and then asked them if they were going to use Voice Carry-Over, inbound was very upset that the agent didn't follow their instructions and feels that agent messed up their call. Customer told agent to hold and said agent refused to hold Customer wants follow-up contact via postal mail.	02/04/11	Supervisor met with Operator Operator said that the notes could be TTY or Voice Carry-Over and wanted to verify. The customer did clearly want TTY. Operator was coached to always follow instructions, carefully, and to not upset a customer. Supervisor taking the complaint said the turbo code was still on and that Operator was holding and waiting for TTY to respond. The Operator's supervisor sent follow-up contact, via postal mail, at customer's request.

26	03/01/11	The customer stated that she was trying to place very important call and provided a couple instructions to which the customer said that the "operator did not do anything she asked" one of the instruction was to have the operator enter extension number three times and the customer stated that the operator failed to do so. Customer had to disconnect the call for a different operator. Apologized for the inconvenience and assured the customer that this report will be forwarded to the operator's direct supervisor. The customer would like a follow up via either email or mail.	03/01/11	We do not have an operator with the agent number given by the customer. A follow up email to customer, per his request.
27	04/04/11	Customer states the operator hung up on him after he asked the operator if she was being honest about not copying down the account number of the new credit card he just placed a call about. Apologized to the customer and informed him the operator's supervisor would be made aware of this and the operator will be spoken to. Customer would like a follow up via mail or TTY.	04/04/11	Operator remembered the call. Customer called a business, and the business person was laughing and asked security verification questions which upset the TTY customer. Outbound voice then disconnected. Operator kept the TTY customer informed and followed procedures.
28	05/05/11	Customer states call was not placed in an efficient manner. Customer asked operator to repeat what was typed and she did not. Customer needed it repeated because it was garbling. Customer asked operator to get a supervisor. Operator did not get a supervisor and disconnected the call. Apologized to the customer and informed customer this would be immediately forwarded to the operator's supervisor for follow up. Customer satisfied and does not want a follow up call.	05/05/11	The supervisor met with the agent to review proper disconnect procedure and reiterate the severity of disconnecting callers for any reason. The agent recalls having some garbling issues around the time of this complaint but is not certain it is the same caller. The agent understands proper procedure and will act in a more professional manner in the future